

JANUARY 25, 2019

STATEWIDE EMAIL CHANGE TO

@DELAWARE.GOV

QUESTION AND ANSWERS



[HTTPS://OFFICE365.DELAWARE.GOV/](https://office365.delaware.gov/)

WHY CHANGE TO @DELAWARE.GOV

Email addresses will change from @state.de.us to @delaware.gov. The change to email addresses will begin after 5:00 pm on Friday, January 25, 2019.

[This change does not affect email addresses such as @destatehousing.com, @SchoolDist.k12.de.us, @us.army.mil, or @cj.state.de.us.]

This work is in preparation for the statewide rollout of Office 365.



WHY CHANGE — WHY NOW?

Answer

There are a few reasons for the change.

1) Most importantly, federal and state governments strictly regulate and control the “@gov” domain. No such control exists for the @us domain. Anyone could purchase, for example, “@stat.de.us” and send email to people, attempting to convince they are dealing with a legitimate State of Delaware representative. Even though stat.de.us is not the exactly the same, it is so similar that some people may misread it.

WHY CHANGE — WHY NOW?

Answer

2) Additionally, the change has been a long time request from many State of Delaware Officials. With the move to Office 365 the opportunity for the change became more apparent and doable.

3) And, to some respect, it is “branding”, i.e. creating a single image as a government for the State of Delaware. All State websites support the @delaware.gov URL.

WHY CHANGE — WHY NOW?

Answer

So Why Now?

The Microsoft Office 365 contract did not require us to move to @delaware.gov. But changing the email address to @delaware.gov just prior to moving to Office 365 makes the most logical sense. Changing the address now will be the least disruptive to end users.

Additionally, the Department of Technology and Information piloted the changeover twice, first in November with 50 users, then mid-December with 323 more. There were no issues. The process was fully documented and successful with no one reporting any problems or interruptions to incoming or outgoing mail.

QUESTIONS AND ANSWERS

Question

Will I continue to receive email sent to my @state.de.us email address?

Answer

Yes, your @state.de.us email address will be an alias on your state email account which will allow all emails being sent to that address to be delivered in your Outlook account. It is suggested that employees add a tag line to outgoing emails providing the new email address.

QUESTIONS AND ANSWERS

Question

I have a lot of subfolders in my Outlook account and use rules to file incoming emails, will any of the folders or rules be affected by this change to @delaware.gov?

Answer

No, this change on January 25th to @delaware.gov will not affect your folders or rules that are set up within your Outlook account.

QUESTIONS AND ANSWERS

Question

Will I be able to access my archived email, .pst files?

Answer

Yes, the change on January 25th will not affect access to .pst files or archived mail.

QUESTIONS AND ANSWERS

Question

I currently have an alias listed for my maiden name, what will happen to that alias?

Answer

Other aliases, like a maiden name, that already exist will remain unchanged.

QUESTIONS AND ANSWERS

Question

Once Delaware.gov is instituted, will DE.gov or DEL.gov also work?

Answer

No, these abbreviated domain names will NOT be valid email addresses.

QUESTIONS AND ANSWERS

Question

Will there be any kind of automatic reply sent to senders informing them of the new @delaware.gov address?

Answer

No automated response to incoming emails will be sent to advise that the email domain has changed. Employee should update their email signature or place a tag line in outgoing email to inform their recipients of the new email address.

QUESTIONS AND ANSWERS

Question

Can I continue to use OWA to access my email?

Answer

Yes, you can continue to use OWA to access your email.

QUESTIONS AND ANSWERS

Question

Will I need to change my login credentials on my Android or iOS phone to continue to access email?

Answer

Yes and No...

Yes, if you use an application on your phone to open your mailbox. You will need to update the email address in the applications settings.

No, if you use the phones web browser and access it via owa.

QUESTIONS AND ANSWERS

Question

Will I need to change the email application that I use on my Android or iOS phone to continue to access email?

Answer

No, the January 25th change does not require you to change the email application you currently use to access your email on your Android or iOS phone. However, you will need to update your email address in the applications settings.

QUESTIONS AND ANSWERS

Question

@state.de.us email addresses are listed on various forms, correspondence, public-facing websites, business cards, etc. When do they need to be updated?

Answer

Any email sent to the @state.de.us email address will continue to be delivered after the change to allow current supplies of forms, brochures, business cards, letterhead to be depleted. Websites and online documents may be updated anytime after the January 25th change is completed.

Note: There is no deadline established to remove the alias of @state.de.us.

QUESTIONS AND ANSWERS

Question

Our copiers/printers have the ability to send copies to our email addresses, will that continue to be the case or will the address database for the copiers need to be changed.

Answer

Copiers/printers with this ability will continue to work since the @state.de.us address will remain as an alias. However after the January 25th change they can be updated to @delaware.gov.

QUESTIONS AND ANSWERS

Question

Will the Genifax service be affected by this change?

Answer

No, Genifax service will not be affected. You will continue to receive @state.de.us email even after the January 25th change.

QUESTIONS AND ANSWERS

Question

I use Skype to communicate both internally and externally, will my email address be updated in the Skype application?

Answer

Skype uses a SIP address to connect. SIP addresses are not changing on January 25th. You will continue to see the @state.de.us address displayed in Skype, for now.

QUESTIONS AND ANSWERS

Question

Are there any discounts offered to state employees for Office 365?

Answer

The Statewide Office 365 contract does not include Microsoft product promotions or discounts to employees.

Employees can review the OMB website: <http://extranet.omb.state.de.us/discounts>, where they may find Agency specific discounts available.

QUESTIONS AND ANSWERS

Question

During the weekend of the domain change, will there be any disruption in email, sending or receiving?

Answer

We do not anticipate any disruption to email, sending or receiving during the change over process. The process will commence at 5:00 PM on Friday January 25th. That time was selected because there is minimal traffic during that time.

QUESTIONS AND ANSWERS

Question

Will Shared, Resource, Group, Distribution list email addresses be changed to @delaware.gov on January 25th?

Answer

Yes, all Outlook addresses ending in @state.de.us will be changed to @delaware.gov on January 25, 2019.

QUESTIONS AND ANSWERS

Question

I have many calendar events already set up in various Conference Rooms, with those resources changing to @delaware.gov, will my events be lost or need to be updated?

Answer

Resource accounts will be updated to @delaware.gov. The change will NOT affect any reservations. And, the process to reserve these type of resources will not change.

QUESTIONS AND ANSWERS

Question

What application logins will be affected by the @delaware.gov email domain change?

Answer

Systems that require an authentication to our email address will be updated by DTI. They are: DE-SSO/PHRST/FSF – Delaware Learning Center – Service Now – Planview/PPS – Adobe Creative Cloud – Grant-In-Aid (GIA) – Governor’s Agency Legislative Tracking (GALT) – WordPress. The Lyris List Server and DTC PeopleSoft will also be updated.

The Statewide communication on January 28, 2019 will instruct employees to verify their access to these applications.

QUESTIONS AND ANSWERS

Question

What about other applications, programs, subscriptions, and website logins, for example:

- SAM.gov
- Oracle
- NCSBN - National Council of State Board of Nursing used to get into NurSYS
- TD.org - Association of Talent Development website
- SurveyMonkey.com

Will my login to these systems change to @delaware.gov?

QUESTIONS AND ANSWERS

Answer

No. If employees use the @state.de.us email address to login to these systems/applications/websites, they will continue to use the @state.de.us email address credentials.

These sys/apps/sites do not authenticate (talk to) Active Directory for verification and therefore do not need to be updated during the January 25th change. There will be some cases where the employee can change the setting, if desired. Other system/apps/sites may need to be updated by local IT staff and, in some cases, Vendors may need to make a change. The DTI Application Delivery Team will manage changes to DTI managed applications.

QUESTIONS AND ANSWERS

Question

When can Agencies begin changing hard coded addresses in applications?

Answer

Once the January 25th change is completed, Agencies can begin making changes from @state.de.us to @delaware.gov in hard coded applications.

QUESTIONS AND ANSWERS

Question

Will there be emails sent out to All State Employees regarding the January 25, 2019 email change to @delaware.gov?

Answer

There will be four Statewide emails generated from the project. The first one will be distributed on Thursday, January 17. A reminder is slated to go out on Tuesday, January 22. Another will be sent on Friday, January 25 just before the change process begins. And, the last will be confirmation that the change is complete and will be sent the morning of Monday, January 28.

QUESTIONS AND ANSWERS - AUDIENCE

Question

Will the change on January 25, 2019 have any affect on remote connections or access?

Answer

No, the email change to @delaware.gov will not have any affect on remote access.

QUESTIONS AND ANSWERS - AUDIENCE

Question

If I encounter a problem with my email or login after the change occurs, who do I contact?

Answer

If you encounter an issue with your Outlook email or login, contact the Department of Technology and Information Service Desk at 739-9560. For other technical difficulties follow your normal resolution process.